



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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**Issued: AUGUST 2000**

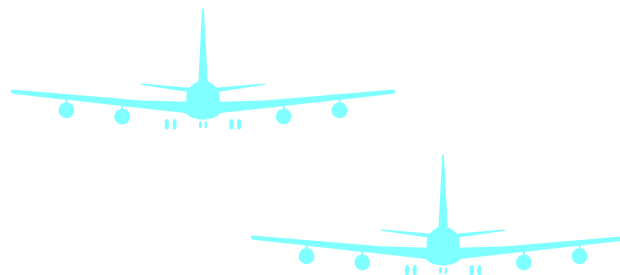
Includes data for the following periods:

Flight Delays	June 2000 12 Months Ending June 2000
Mishandled Baggage	June 2000 January To June 2000
Oversales	1st Quarter 2000
Consumer Complaints	June 2000 January To June 2000
Disability Complaints	June 2000 January To June 2000

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## **INTRODUCTION**

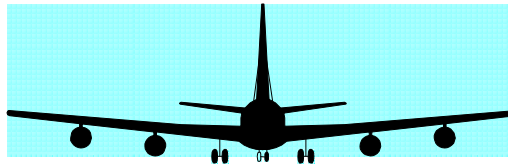
The Air Travel Consumer Report is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings. The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into four sections. These sections deal with flight delays, mishandled baggage, oversales and consumer complaints. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the first week of each month. The report is available via the Internet at <http://www.dot.gov/airconsumer/>

### **NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA**

**Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.**



## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation as required by 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the largest U.S. air carriers, i.e., those with at least one percent of total domestic scheduled-service passenger revenues. These 10 airlines account for more than 90 percent of domestic operating revenues.

The rule requires carriers to currently report on operations to and from the 29 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all 10 airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems. All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times. Cancelled and diverted operations are counted as late.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 10 reporting air carriers, 4 (American, Northwest, United and US Airways) use ACARS exclusively; 3 (Alaska, America West and Southwest) rely solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 3 (Continental, Delta and TWA) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 29 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 29 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

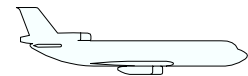
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/search.html>. Computer tapes containing data for all reported flight operations are available for purchase from the Transportation Systems Center in Cambridge, Massachusetts. The Department cannot respond to inquiries about the performance of individual flights.

However, information on the performance of specific flights is displayed on the Computerized Reservations Systems used by most airlines and travel agencies. Each of the reporting carriers' flights has a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.



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## AIR TRAVEL CONSUMER REPORT

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME  
BY CARRIER \*

CARRIER A/ -----	AT 29 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----
NORTHWEST S/	29	74. 2	115	75. 0
DELTA S/	29	73. 6	111	73. 7
CONTINENTAL S/	27	71. 8	78	73. 1
SOUTHWEST S/	14	71. 6	57	71. 1
TRANS WORLD S/	29	67. 1	76	66. 6
AMERICAN S/	29	65. 3	92	65. 5
ALASKA S/	8	65. 8	36	65. 5
US AIRWAYS S/	25	63. 3	89	63. 3
AMERICA WEST S/	25	59. 9	53	60. 5
UNITED S/	29	48. 4	101	48. 3
T O T A L		65. 5		66. 3

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers appearing on this page is consistent with those carriers that appear in the "Mishandled Baggage," "Oversales" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

## NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.

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## AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME  
AND CARRIER RANK, BY MONTH, QUARTER, AND DATABASE TO DATE

CARRIER	3RD QUARTER 07-09 1999		4TH QUARTER 10-12 1999		1ST QUARTER 01-03 2000		2ND QUARTER 04-06 2000		04 2000		05 2000		06 2000		12 MONTHS ENDING 06 2000	DATA BASE TO DATE 09 1987 - 06 2000		
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK		
ALASKA	72.0	(8)	69.7	(9)	66.5	(9)	70.9	(7)	70.8	(8)	76.5	(5)	65.5	(7)	69.8	(9)	76.8	(9)
AMERICA WEST	62.7	(10)	69.2	(10)	64.7	(10)	66.6	(9)	69.6	(9)	69.6	(9)	60.5	(9)	65.8	(10)	79.1	(4)
AMERICAN	75.6	(5)	80.7	(3)	75.2	(6)	71.6	(6)	75.0	(6)	74.2	(8)	65.5	(6)	75.8	(6)	79.2	(3)
CONTINENTAL	74.0	(6)	79.8	(5)	77.7	(3)	76.9	(3)	79.8	(3)	77.9	(4)	73.1	(3)	77.1	(5)	78.3	(6)
DELTA	77.6	(4)	80.6	(4)	77.4	(4)	78.0	(2)	79.5	(4)	80.7	(1)	73.7	(2)	78.4	(3)	77.6	(8)
NORTHWEST	80.1	(3)	84.9	(2)	79.4	(2)	78.3	(1)	81.2	(1)	78.9	(2)	75.0	(1)	80.7	(2)	79.9	(2)
SOUTHWEST	81.8	(2)	79.8	(6)	76.0	(5)	75.6	(4)	77.6	(5)	78.0	(3)	71.1	(4)	78.2	(4)	82.9	(1)
TRANS WORLD	83.5	(1)	87.2	(1)	81.1	(1)	74.4	(5)	81.0	(2)	75.6	(7)	66.6	(5)	81.6	(1)	77.9	(7)
UNITED	72.4	(7)	79.5	(7)	70.8	(8)	56.8	(10)	65.6	(10)	56.6	(10)	48.3	(10)	69.8	(8)	76.0	(10)
US AIRWAYS	67.2	(9)	76.9	(8)	74.3	(7)	70.7	(8)	72.3	(7)	76.2	(6)	63.3	(8)	72.3	(7)	78.3	(5)
TOTAL	75.5		79.8		75.2		72.0		75.4		74.3		66.3		75.6		78.6	

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## AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/  
BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

CARRIER	ARRIVAL AIRPORT													
	ATL		BOS		BWI		CLT		CVG		DCA		DEN	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	698	67.5	1424	55.6	328	67.1	210	55.7	90	54.4	935	67.8	564	63.7
AS	H/		H/		H/		H/		H/		H/		H/	
CO	580	73.6	735	58.6	310	73.2	108	73.1	H/		629	76.5	364	70.1
DL	18364	77.7	2118	63.2	382	73.3	270	78.1	5679	79.1	1352	74.2	599	72.3
HP	150	51.3	236	49.2	180	51.1	H/		H/		55	65.5	206	63.1
NW	554	75.3	622	53.5	382	67.5	222	74.3	52	57.7	584	71.6	360	63.6
TW	206	72.3	263	57.4	179	64.2	137	64.2	116	60.3	202	72.3	205	54.1
UA	616	46.6	1354	43.2	438	46.1	150	41.3	179	44.1	476	41.8	9161	51.2
US	631	61.8	2381	53.8	2295	67.2	9817	71.3	H/		2600	68.8	280	56.1
WN	H/		H/		3014	71.9	H/		H/		H/		H/	
TOTAL	21799	75.7	9133	55.1	7508	68.0	10914	70.7	6116	77.2	6833	68.9	11739	54.2

CARRIER	ARRIVAL AIRPORT													
	DFW		DTW		EWR		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	14154	68.5	448	58.7	906	55.7	535	64.9	1077	70.5	991	66.9	3081	66.1
AS	H/		H/		H/		H/		H/		273	68.9	738	63.3
CO	581	68.0	317	72.9	6069	63.0	8405	80.3	H/		459	70.8	688	73.3
DL	3707	71.8	330	72.1	1008	55.7	270	68.5	1018	58.2	810	72.0	1347	68.7
HP	202	64.9	150	56.7	270	41.1	180	60.0	240	40.0	2508	56.3	819	59.2
NW	465	58.9	10135	78.7	585	57.4	382	74.3	150	53.3	330	67.3	643	64.2
TW	288	54.5	180	63.9	180	45.6	120	65.0	800	64.5	150	50.0	377	46.7
UA	666	43.5	359	46.2	920	35.8	476	41.0	541	45.5	1130	56.1	5869	55.1
US	325	58.8	348	62.6	412	57.8	328	68.3	H/		192	37.5	510	51.2
WN	H/		560	68.6	H/		191	64.4	H/		4518	71.6	3534	70.4
TOTAL	20388	67.7	12827	75.4	10350	57.8	10887	76.2	3826	59.8	11361	65.2	17606	62.4

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## AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/  
BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT														
CARRIER	LGA		MCO		MIA		MSP		ORD		PDX		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1541	50.1	674	73.3	3154	70.2	511	63.0	8984	63.8	322	65.2	675	53.3
AS	H/		H/		H/		H/		27	77.8	1269	76.7	H/	
CO	418	58.6	554	72.4	354	74.9	254	75.6	588	56.5	118	58.5	244	65.6
DL	2181	66.6	2669	68.2	450	74.7	360	81.1	806	60.3	597	72.7	690	63.2
HP	H/		60	45.0	60	55.0	116	55.2	205	45.4	210	54.3	150	45.3
NW	592	55.4	480	68.5	226	72.1	10161	80.3	830	64.5	216	63.9	494	57.7
TW	244	47.5	379	71.8	214	78.0	280	66.8	310	53.2	139	40.3	172	56.4
UA	892	40.7	635	43.1	503	35.0	646	40.6	12540	46.6	992	47.6	776	37.6
US	1982	51.9	1527	64.0	504	64.7	238	63.9	643	53.0	H/		6914	55.5
WN	H/		1287	72.6	H/		H/		H/		912	72.8	H/	
TOTAL	7850	54.8	8265	66.9	5465	67.3	12566	76.7	24933	54.4	4775	65.5	10115	54.7

ARRIVAL AIRPORT																
CARRIER	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	448	60.9	90	68.9	798	67.5	726	66.5	1250	65.1	180	45.0	439	58.8	450	67.8
AS	231	61.9	H/		352	75.0	3586	61.7	538	64.3	H/		H/		H/	
CO	352	76.1	82	89.0	266	73.7	313	69.0	499	73.9	92	69.6	116	81.0	414	72.9
DL	687	74.2	270	75.6	480	64.8	568	67.1	750	67.3	4487	78.7	239	68.2	967	70.7
HP	6779	66.8	H/		300	50.3	210	30.0	327	44.6	164	59.1	60	56.7	60	46.7
NW	330	61.8	160	74.4	239	70.7	631	57.8	511	58.7	106	68.9	342	77.2	300	68.3
TW	179	46.9	168	65.5	119	56.3	176	39.8	240	46.7	90	46.7	10219	72.2	180	71.1
UA	1031	51.7	175	31.4	1082	51.1	1513	40.2	6502	52.1	472	56.4	265	32.5	275	42.2
US	310	50.0	7926	68.6	219	53.0	240	37.1	439	52.2	H/		270	58.9	1147	57.9
WN	5111	71.5	H/		2278	72.7	1091	74.8	421	68.2	1055	71.9	2414	70.5	1358	72.8
TOTAL	15458	66.9	8871	68.3	6133	65.6	9054	58.6	11477	56.6	6646	74.0	14364	70.6	5151	66.4



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## AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/  
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	75.9	75.3	55.6	59.0	82.7	J/	73.9	81.0	78.6	71.7	92.1	66.3	98.3	87.1	90.5	62.2
700 - 759 AM	92.4	77.8	85.7	89.1	82.4	85.2	69.8	84.4	87.8	75.3	91.2	68.3	91.5	88.1	87.4	84.5
800 - 859 AM	87.8	76.8	89.2	82.9	86.8	78.7	70.3	83.0	89.6	86.3	92.1	53.3	87.3	77.6	77.3	90.9
900 - 959 AM	85.2	78.7	89.3	75.8	85.6	84.3	67.5	77.9	86.1	86.4	85.2	J/	83.1	73.7	78.0	87.2
1000 - 1059 AM	84.3	80.4	86.7	78.5	93.6	87.8	64.3	77.6	84.1	84.4	87.3	78.0	68.8	67.9	75.6	86.4
1100 - 1159 AM	84.4	81.8	85.9	80.6	87.2	82.0	61.5	77.1	88.7	83.0	81.3	100.0	73.2	68.9	76.1	80.6
1200 - 1259 PM	86.3	69.7	83.7	78.5	83.1	80.7	55.4	78.4	87.4	78.2	81.6	J/	74.3	63.3	76.7	74.4
100 - 159 PM	77.1	71.8	81.2	76.9	86.3	81.3	54.7	75.2	75.8	75.0	83.1	89.2	69.4	66.2	73.9	77.1
200 - 259 PM	76.9	66.7	73.7	76.5	84.9	78.3	57.3	69.8	82.4	66.9	75.7	85.0	70.8	70.8	70.1	74.5
300 - 359 PM	72.7	54.7	68.8	72.0	75.1	76.0	55.8	69.4	75.7	61.3	76.1	69.1	63.6	58.5	59.4	67.0
400 - 459 PM	75.1	52.2	66.4	63.8	55.5	66.3	46.0	62.0	75.8	55.0	72.2	61.9	57.6	58.7	48.9	68.3
500 - 559 PM	60.7	37.8	61.1	61.8	66.9	61.7	48.9	58.0	65.1	47.3	69.6	56.4	53.8	60.1	39.4	60.9
600 - 659 PM	70.4	31.9	54.7	59.5	71.2	51.6	36.1	58.0	61.8	43.9	63.4	48.8	62.6	55.7	36.0	57.0
700 - 759 PM	58.5	35.0	47.5	56.7	67.7	49.1	38.4	54.7	63.9	37.4	70.1	41.1	56.0	54.5	33.2	49.0
800 - 859 PM	67.3	39.3	44.4	45.5	46.7	52.1	44.3	50.2	69.4	37.2	68.7	53.5	59.6	52.8	33.7	50.8
900 - 959 PM	49.0	41.7	58.5	60.2	63.6	50.7	43.1	54.1	60.6	36.1	63.0	52.2	57.1	51.4	36.9	56.2
1000 - 1059 PM	68.3	38.7	50.7	63.8	58.9	59.7	50.9	56.8	61.3	36.1	56.7	47.4	59.3	48.9	34.6	51.0
1100 - 559 AM	66.3	47.5	58.1	40.3	61.7	57.8	44.8	67.0	65.4	49.2	52.9	60.4	48.8	55.0	39.6	46.9
TOTAL, ALL ARRIVALS, BY AIRPORT	75.7	55.1	68.0	70.7	77.2	68.9	54.2	67.7	75.4	57.8	76.2	59.8	65.2	62.4	54.8	66.9

SCHEDULED ARRIVAL TIME		ARRIVAL AIRPORT													
		MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM		81.7	87.7	67.1	J/	73.4	88.1	86.7	J/	76.8	79.8	J/	77.1	74.4	79.0
700 - 759 AM		70.0	85.3	74.9	89.4	78.7	90.6	84.6	96.5	91.1	88.2	94.1	81.3	94.6	84.6
800 - 859 AM		85.0	81.5	63.6	85.6	69.0	84.2	80.9	88.0	75.3	87.4	97.1	90.8	87.6	81.7
900 - 959 AM		83.4	79.9	67.7	90.0	71.9	71.7	79.3	84.5	72.7	61.9	90.0	84.8	87.3	78.2
1000 - 1059 AM		83.1	83.0	67.8	74.4	77.3	78.3	77.2	75.8	68.8	56.6	75.9	78.6	81.3	76.6
1100 - 1159 AM		84.4	83.6	56.7	71.2	70.5	75.0	84.6	72.5	70.5	59.9	78.5	78.5	87.0	76.0
1200 - 1259 PM		75.9	83.1	61.5	72.7	67.7	72.0	74.8	70.6	61.2	59.1	78.4	83.1	80.9	74.1
100 - 159 PM		82.3	79.6	61.0	52.6	59.0	68.1	75.7	70.4	50.8	53.0	77.9	74.9	75.8	71.7
200 - 259 PM		76.4	75.9	52.9	70.0	66.3	66.8	74.0	58.8	61.1	61.2	76.9	74.0	79.4	70.0
300 - 359 PM		65.5	80.2	58.8	67.5	57.3	63.8	72.2	72.7	62.3	58.7	78.8	68.4	69.6	67.0
400 - 459 PM		65.1	70.5	45.6	56.7	46.1	61.4	62.7	55.4	54.8	54.4	66.8	67.0	68.4	60.9
500 - 559 PM		65.7	74.5	46.5	61.9	45.2	58.0	60.2	59.7	58.1	55.6	61.0	63.1	60.9	57.7
600 - 659 PM		61.2	65.9	38.6	64.2	35.3	60.9	61.3	54.4	50.4	53.4	71.0	63.3	54.4	54.5
700 - 759 PM		69.7	69.0	44.3	58.8	37.2	55.8	51.1	54.1	45.3	51.1	73.4	60.6	44.1	54.0
800 - 859 PM		47.4	72.3	35.8	52.2	35.0	51.2	61.0	50.0	44.6	47.5	68.8	58.0	48.3	51.9
900 - 959 PM		58.4	68.0	42.1	52.4	39.3	54.8	53.4	57.4	45.5	46.2	53.4	50.7	52.3	52.4
1000 - 1059 PM		44.4	70.4	33.4	61.2	43.1	55.6	59.3	59.4	52.9	43.8	54.2	51.1	46.1	53.1
1100 - 559 AM		55.7	61.3	56.9	57.9	51.4	54.0	62.7	67.3	58.2	46.7	53.8	52.5	51.4	54.5
TOTAL, ALL ARRIVALS, BY AIRPORT		67.3	76.7	54.4	65.5	54.7	66.9	68.3	65.6	58.6	56.6	74.0	70.6	66.4	65.5

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## AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/  
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	90.3	86.6	88.0	89.7	86.7	88.2	85.5	90.4	85.8	83.9	89.6	94.4	91.2	86.8	84.1	92.0
700 - 759 AM	89.4	85.9	89.0	84.0	86.8	86.0	87.1	85.7	81.3	85.7	92.7	82.8	90.8	85.8	81.5	89.2
800 - 859 AM	86.8	84.1	84.8	86.6	86.2	85.6	79.3	81.1	88.3	80.7	87.3	81.8	86.7	77.8	82.0	85.5
900 - 959 AM	84.3	85.5	90.7	82.0	88.3	83.9	74.7	79.2	84.1	84.9	90.0	86.1	78.2	72.9	82.4	88.8
1000 - 1059 AM	88.1	82.4	80.2	77.0	86.0	85.7	66.4	78.5	79.9	83.7	84.2	85.0	71.4	70.5	78.9	89.2
1100 - 1159 AM	80.3	82.7	79.4	82.5	92.2	89.2	61.8	72.7	76.7	80.8	82.8	85.8	66.4	67.4	75.9	86.2
1200 - 1259 PM	83.5	82.4	75.8	76.5	87.0	82.4	61.4	72.8	81.5	81.9	80.7	88.3	65.6	62.1	78.2	75.2
100 - 159 PM	82.1	71.5	71.1	75.6	81.9	84.3	67.8	77.6	76.9	76.0	80.4	76.7	63.9	64.8	78.5	76.5
200 - 259 PM	70.4	66.2	72.6	84.0	75.2	80.4	56.4	64.8	67.5	72.1	79.5	80.4	59.3	62.3	69.6	70.5
300 - 359 PM	73.4	58.6	60.5	64.8	84.2	71.2	54.3	64.9	64.6	64.7	73.0	79.9	61.6	65.3	66.3	63.6
400 - 459 PM	67.9	52.7	59.1	56.6	73.7	70.2	51.4	54.7	66.0	58.2	80.5	70.2	54.7	55.5	55.8	67.1
500 - 559 PM	67.8	43.1	53.1	63.9	53.3	66.9	51.0	54.1	64.4	47.9	70.0	62.6	45.1	59.7	50.9	61.3
600 - 659 PM	59.1	36.8	50.5	53.4	66.8	56.3	47.1	49.1	57.5	39.9	71.4	55.3	52.8	60.2	40.3	55.5
700 - 759 PM	64.2	32.1	49.2	55.3	65.6	56.5	43.7	58.9	57.5	41.8	68.5	53.7	53.7	58.5	39.9	60.0
800 - 859 PM	60.1	36.2	44.4	60.1	68.1	52.4	45.0	50.5	63.3	42.1	75.4	54.7	53.5	59.5	33.2	45.6
900 - 959 PM	67.0	40.2	36.5	48.2	71.1	62.5	47.4	60.7	64.3	34.1	70.3	62.8	57.5	62.2	46.0	58.0
1000 - 1059 PM	66.4	J/	38.5	64.3	68.9	J/	39.0	51.3	63.8	30.8	63.3	56.7	62.2	65.5	J/	81.7
1100 - 559 AM	60.2	93.2	96.7	28.6	J/	J/	80.0	71.7	96.7	75.0	J/	61.1	56.9	71.6	J/	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	75.2	66.3	69.3	69.8	78.0	75.3	60.1	67.3	72.5	68.3	79.4	72.3	64.9	68.0	67.0	73.6

SCHEDULED DEPARTURE TIME		DEPARTURE AIRPORT													
		MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600	- 659 AM	82.7	91.1	82.9	88.2	82.9	91.7	82.4	90.7	87.9	88.3	96.5	87.6	92.7	87.5
700	- 759 AM	85.9	85.7	80.5	86.7	74.5	84.4	87.1	87.4	80.0	82.7	83.5	82.2	89.9	85.4
800	- 859 AM	83.1	79.1	74.7	81.3	75.3	84.2	84.8	83.7	80.8	79.6	88.3	86.1	87.2	82.5
900	- 959 AM	80.0	86.2	64.7	69.6	69.3	72.6	84.1	86.3	77.6	79.5	81.8	84.1	86.3	80.1
1000	- 1059 AM	93.2	84.4	69.1	80.5	74.9	67.1	77.3	77.6	73.9	63.4	82.5	82.8	89.3	77.5
1100	- 1159 AM	85.3	84.2	65.2	71.3	73.0	61.4	80.7	74.3	67.5	56.5	81.1	76.9	82.3	74.9
1200	- 1259 PM	82.7	72.8	58.4	75.5	73.7	65.1	85.6	71.5	64.9	63.5	66.9	73.1	84.4	73.0
100	- 159 PM	77.2	76.2	62.9	67.6	61.2	67.8	74.2	67.6	61.3	59.5	73.9	76.0	75.8	71.9
200	- 259 PM	82.8	74.1	58.3	64.3	62.2	55.1	70.9	59.2	58.1	55.2	85.2	72.8	65.9	67.0
300	- 359 PM	64.3	73.3	50.5	66.5	54.2	55.4	56.4	61.6	53.2	56.2	75.6	63.3	82.2	63.5
400	- 459 PM	68.1	72.5	52.5	65.0	62.6	56.7	64.2	57.7	60.4	60.4	72.8	63.3	66.3	61.5
500	- 559 PM	65.4	69.6	45.3	66.7	44.2	54.9	54.1	58.3	63.7	51.1	63.8	61.3	55.9	56.9
600	- 659 PM	61.7	69.3	45.9	69.4	36.8	55.3	61.9	53.3	57.7	59.2	66.8	56.9	59.2	54.6
700	- 759 PM	65.8	72.4	37.8	64.0	37.6	53.5	60.0	59.9	49.2	57.6	65.1	59.7	48.2	53.2
800	- 859 PM	58.0	71.0	42.2	65.2	35.4	51.4	57.3	51.8	47.5	50.8	75.4	53.3	47.0	54.6
900	- 959 PM	80.0	J/	34.2	69.8	38.1	55.1	45.3	65.3	52.7	61.3	61.9	46.4	53.4	55.4
1000	- 1059 PM	J/	72.2	37.9	61.5	J/	67.5	57.4	78.5	64.0	67.0	67.4	40.4	71.9	60.8
1100	- 559 AM	72.7	63.3	73.1	85.1	95.5	90.8	93.3	93.3	68.8	72.9	86.7	59.8	83.3	67.7
TOTAL, ALL DEPARTURES, BY AIRPORT		75.4	77.0	58.0	74.2	58.2	65.6	69.9	72.1	67.1	66.4	77.3	68.5	75.2	68.9

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
US	399	LGA-PIT	1820	18	100.00	130	114
US	1642	LGA-GSO	1730	18	100.00	57	37
UA	1177	IAD-BOS	1930	19	100.00	70	74
UA	479	ORD-IAH	1930	20	100.00	106	94
UA	1066	DEN-ORD	2140	20	100.00	72	73
UA	351	ORD-SEA	1921	20	100.00	69	46
UA	267	ORD-DEN	2105	20	100.00	68	50
UA	1019	ORD-STL	2240	20	100.00	63	46
UA	458	SEA-ORD	1650	22	100.00	73	57
UA	1642	ORD-PIT	2115	23	100.00	94	69
UA	396	SLC-ORD	1615	23	100.00	78	50
UA	375	ORD-PHX	1525	23	100.00	70	58
UA	132	ORD-BWI	1325	23	100.00	57	43
US	990	GSO-LGA	1955	26	96.15	48	44
UA	631	ORD-OMA	2005	23	95.65	89	71
UA	1725	TPA-DEN	1727	23	95.65	78	61
UA	650	ORD-EWR	2044	23	95.65	76	30
UA	2471	MFR-SFO	1901	23	95.65	67	51
UA	1691	DEN-BOI	1946	23	95.65	66	43
UA	396	ORD-GSO	2100	23	95.65	58	54
UA	322	SJC-ORD	1530	23	95.65	56	38
UA	659	ORD-SNA	1940	23	95.65	46	38
UA	1278	MIA-IAD	1322	22	95.45	97	56
UA	525	BOS-IAD	2000	20	95.00	132	131
US	1860	TPA-PHL	1816	20	95.00	113	95
US	686	PHL-ALB	1945	20	95.00	109	72
US	773	PHL-MCI	1750	20	95.00	98	66
UA	264	DEN-ORD	1955	20	95.00	90	76
US	798	PIT-LGA	1735	20	95.00	88	61
US	1689	PHL-BUF	2038	20	95.00	81	49
US	1286	PHL-PWM	2125	20	95.00	77	47
US	2667	LGA-MCO	2005	20	95.00	76	56
UA	531	BOS-ORD	1945	20	95.00	73	79
US	2648	BWI-MDW	1855	20	95.00	73	49
WN	2236	PHX-ONT	1910	20	95.00	63	55
US	1283	CLT-SEA	0815	20	95.00	60	33
US	1834	PHL-ORF	1715	20	95.00	59	32
UA	433	MSP-DEN	1903	20	95.00	42	36
US	1484	PHL-PVD	2120	18	94.44	140	144
US	34	CLT-BOS	1855	18	94.44	105	104
US	1293	BDL-PHL	1931	18	94.44	104	76
US	906	LGA-BUF	1959	18	94.44	102	74
US	1258	LGA-CLT	1801	18	94.44	91	62
US	1993	LGA-PIT	1600	18	94.44	88	34
US	350	PHL-SYR	1940	18	94.44	88	48

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
US	1720	PIT- BOS	1740	18	94. 44	86	74
US	102	CLT- LGA	1650	18	94. 44	79	71
US	2687	MHT- BWI	1910	18	94. 44	58	37
US	926	LGA- ROC	2040	18	94. 44	58	57
US	472	ROC- LGA	1910	18	94. 44	46	47
UA	1597	ORD- MCI	1514	30	93. 33	62	39
UA	151	ORD- SFO	1940	27	92. 59	59	47
UA	173	BOS- SFO	1915	26	92. 31	75	67
UA	257	DEN- SEA	1755	23	91. 30	98	54
UA	1239	BOS- ORD	1845	23	91. 30	93	92
UA	571	PHL- DEN	1900	23	91. 30	91	78
UA	1479	DEN- SFO	1435	23	91. 30	85	79
UA	675	ORD- COS	1930	23	91. 30	80	41
UA	77	EWR- SFO	1735	23	91. 30	78	60
UA	1284	ATL- ORD	2001	23	91. 30	78	52
UA	205	DEN- SEA	1135	23	91. 30	76	27
UA	1588	LAS- ORD	1438	23	91. 30	74	32
UA	841	BWI- ORD	1717	23	91. 30	71	42
UA	1741	ORD- MEM	2015	23	91. 30	69	41
UA	1915	ORD- ATL	1814	23	91. 30	65	64
UA	667	ORD- SEA	2225	23	91. 30	62	47
UA	244	SLC- ORD	0830	23	91. 30	61	26
UA	452	SAT- ORD	1640	23	91. 30	59	60
UA	2269	PDX- SFO	1521	23	91. 30	56	50
UA	1564	MSY- ORD	1929	22	90. 91	87	35
UA	1189	TPA- ORD	2018	22	90. 91	83	88
UA	1189	ORD- OMA	2236	22	90. 91	76	80
US	1947	EWR- PIT	1815	20	90. 00	127	135
US	1255	CLT- EWR	1905	20	90. 00	122	101
UA	667	EWR- ORD	2015	20	90. 00	108	113
US	1484	MCO- PHL	1815	20	90. 00	106	99
US	1860	PHL- AVP	2130	20	90. 00	103	96
US	2220	PHL- BOS	1730	20	90. 00	101	123
US	1742	PHL- BOS	2130	20	90. 00	97	90
US	166	PHL- PVD	1935	20	90. 00	96	48
US	481	BOS- PHL	1730	20	90. 00	93	95
US	1156	PIT- MHT	2206	20	90. 00	92	71
UA	407	BOS- IAD	1800	20	90. 00	90	73
US	2315	EWR- CLT	1755	20	90. 00	89	91
US	15	PHL- CLT	1930	20	90. 00	80	49
US	2986	JAX- LGA	1705	20	90. 00	79	77
US	312	ORF- PHL	1900	20	90. 00	75	51
US	773	BOS- PHL	1530	20	90. 00	74	48
US	478	PHL- BOS	1930	20	90. 00	73	55
WN	2236	ONT- SJC	2035	20	90. 00	67	65

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
US	452	PHL-DTW	1930	20	90.00	66	32
US	1585	BUF-PHL	1525	20	90.00	64	34
US	825	CLT-LGA	1851	20	90.00	64	42
UA	2280	SFO-PDX	2226	20	90.00	63	51
WN	2236	OMA-PHX	1805	20	90.00	62	49
US	1097	BNA-PHL	1740	20	90.00	58	34
UA	259	DEN-SEA	1937	20	90.00	52	42
UA	373	MSP-ORD	1300	20	90.00	51	25
UA	1616	ORD-CLT	2105	30	90.00	73	67
HP	2805	PHX-SFO	1050	30	90.00	61	42
UA	945	ORD-DEN	1205	30	90.00	59	49
UA	520	ORD-ORF	1735	30	90.00	48	34
HP	880	LAS-FLL	2321	30	90.00	37	29
UA	1423	DEN-SEA	1429	29	89.66	99	60
UA	1164	DEN-TUL	1529	29	89.66	49	37
UA	1717	LGA-IAD	1730	19	89.47	79	43
UA	678	ORD-LGA	1600	28	89.29	68	33
US	75	PHL-LAX	1940	18	88.89	98	96
US	2380	BOS-PIT	1818	18	88.89	96	88
US	835	EWR-CLT	1923	18	88.89	94	56
WN	288	MDW-STL	2055	18	88.89	89	58
US	171	BDL-PHL	1745	18	88.89	85	78
US	1090	PHL-BOS	2030	18	88.89	72	57
US	436	CLT-LGA	1500	18	88.89	66	31
US	1809	BOS-CLT	1755	18	88.89	59	48
WN	613	BWI-CLE	2130	18	88.89	57	46
US	2375	PHL-BOS	1430	18	88.89	55	32
WN	183	HOU-MSY	2215	18	88.89	48	25
US	1231	ATL-PHL	1730	18	88.89	46	26
UA	79	EWR-SFO	1850	27	88.89	97	93
UA	76	SFO-EWR	1535	27	88.89	55	40
AA	361	LGA-ORD	2100	26	88.46	110	59
UA	661	EWR-ORD	1815	26	88.46	92	40
US	1076	ORD-PHL	1944	26	88.46	85	50
US	392	ROC-BOS	1740	26	88.46	69	55
UA	155	ORD-SFO	2055	26	88.46	64	73
UA	662	ORD-EWR	1930	25	88.00	66	33
AS	455	LAX-SEA	1559	16	87.50	42	25
UA	673	LGA-ORD	1800	24	87.50	79	39
UA	303	ORD-MCI	1925	23	86.96	108	85
UA	1217	ORD-SAT	1935	23	86.96	93	66
UA	1237	LGA-DEN	1650	23	86.96	92	73
UA	536	DFW-ORD	1407	23	86.96	88	69
UA	545	EWR-DEN	1827	23	86.96	87	61
UA	1536	ORD-BDL	2050	23	86.96	85	47

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
UA	1794	DEN- STL	1930	23	86.96	84	66
UA	1226	IAD- PHL	1720	23	86.96	81	60
UA	1880	ORD- PHL	1800	23	86.96	76	37
UA	1242	DEN- IND	1645	23	86.96	73	33
UA	1200	IAD- BOS	1800	23	86.96	73	87
UA	1183	IAD- SMF	1735	23	86.96	71	58
UA	325	ATL- DEN	1752	23	86.96	68	41
UA	1751	TUL- DEN	1835	23	86.96	66	46
UA	1402	ORD- PVD	2044	23	86.96	66	55
UA	1582	ORD- MDT	1745	23	86.96	65	58
UA	460	ORD- BOS	1645	23	86.96	64	49
UA	244	ORD- TPA	1310	23	86.96	61	56
UA	2474	SFO- MFR	1726	23	86.96	61	51
UA	1544	CVG- ORD	1929	23	86.96	61	44
UA	1049	SFO- SNA	1345	23	86.96	60	36
UA	170	SFO- BOS	1330	23	86.96	59	38
UA	1909	EWR- DEN	1640	23	86.96	59	38
UA	1094	DFW- DEN	1712	23	86.96	59	39
UA	1447	MCI- DEN	1730	23	86.96	58	32
UA	1585	CMH- ORD	1051	23	86.96	57	27
UA	645	ORD- OMA	1220	23	86.96	56	49
UA	2143	SEA- SFO	1958	23	86.96	56	43
UA	328	ORD- IND	2125	23	86.96	56	36
UA	1242	PDX- DEN	1227	23	86.96	55	31
UA	643	ORD- SNA	1144	23	86.96	54	46
UA	1272	SJC- ORD	1308	23	86.96	52	33
UA	507	GSO- ORD	1740	23	86.96	52	23
UA	1656	DEN- MCI	1641	23	86.96	51	39
UA	1273	CLT- ORD	1650	23	86.96	51	45
UA	1773	CLE- DEN	1548	23	86.96	49	40
UA	265	BDL- ORD	2023	23	86.96	49	48
UA	726	SAN- DEN	1500	23	86.96	48	30
UA	743	MEM- ORD	1726	23	86.96	45	33
UA	419	IAH- DEN	1745	23	86.96	41	29
UA	61	ORD- SFO	1200	23	86.96	40	24
UA	1263	SEA- LAX	1010	23	86.96	35	33
US	1742	STL- PHL	1738	30	86.67	72	45
UA	999	BOS- SFO	1551	30	86.67	69	50
HP	138	JFK- LAS	2018	30	86.67	61	56
UA	463	ORD- PDX	1510	30	86.67	60	41
DL	1719	DFW- COS	2100	30	86.67	57	36
TW	160	STL- LGA	1540	30	86.67	57	31
UA	577	ORD- PDX	1925	30	86.67	55	50
UA	2718	LAS- DEN	1647	30	86.67	49	42
UA	428	DEN- EWR	1641	30	86.67	47	54

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
UA	939	ORD-SEA	1150	30	86.67	46	32
WN	924	MSY-MCO	1705	30	86.67	41	36
HP	2845	PHX-SEA	1030	30	86.67	40	33
UA	1643	OKC-DEN	1841	22	86.36	70	45
UA	325	DEN-BIL	1946	29	86.21	72	50
UA	1738	DEN-BWI	1850	29	86.21	58	47
UA	1492	DEN-CMH	1900	29	86.21	42	32
UA	434	DEN-MSY	1855	29	86.21	40	33
UA	1277	IAD-ORD	1350	21	85.71	82	37
UA	1738	SFO-DEN	1430	21	85.71	32	32
US	2747	BOS-TPA	1925	28	85.71	88	74
AA	1933	BOS-ORD	1912	28	85.71	66	53
WN	1722	ALB-BWI	1850	28	85.71	54	44
US	111	PHL-SEA	1930	20	85.00	113	86
US	907	CMH-PHL	1736	20	85.00	103	88
US	2099	BOS-PHL	1830	20	85.00	97	79
US	539	EWR-PIT	1620	20	85.00	96	47
UA	387	ORD-ROC	2100	20	85.00	94	77
UA	1267	ORD-MSP	1845	20	85.00	92	78
UA	324	IAD-BOS	2030	20	85.00	86	88
US	2311	CLT-MKE	1930	20	85.00	82	69
US	822	CLT-BOS	1645	20	85.00	79	84
WN	234	BWI-MCO	2025	20	85.00	77	46
US	866	PHL-CLT	2135	20	85.00	75	56
US	1814	PHL-CLT	1849	20	85.00	72	53
US	1712	PHL-BTV	2115	20	85.00	72	64
US	1227	PHL-FLL	1520	20	85.00	70	47
US	344	MHT-PHL	1731	20	85.00	69	59
US	2270	PIT-ALB	2200	20	85.00	67	55
US	710	PIT-BOS	1610	20	85.00	65	32
US	1541	BUF-PHL	1732	20	85.00	63	28
US	2320	PHL-BOS	1530	20	85.00	57	51
UA	1195	ATL-ORD	2028	20	85.00	54	44
US	1823	PVD-PIT	1815	20	85.00	54	41
US	1223	PHL-ATL	1530	20	85.00	50	35
US	1812	BUF-LGA	1910	20	85.00	47	48
UA	563	ORD-MSP	2243	20	85.00	46	33
US	806	CLT-BDL	1855	20	85.00	46	28
UA	1181	DEN-SEA	2003	20	85.00	39	24
WN	2189	LAS-SMF	1130	20	85.00	36	26
AA	799	LGA-DFW	2000	26	84.62	84	65
AA	738	DFW-LGA	1444	26	84.62	81	39
US	225	BUF-BOS	1625	26	84.62	76	67
AA	1793	BOS-ORD	1930	26	84.62	72	71
UA	225	IAD-SFO	1949	26	84.62	66	44

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
UA	1609	DEN-ABQ	2156	26	84.62	62	60
UA	658	ORD-EWR	1730	26	84.62	60	42
UA	1665	EWR-ORD	2125	26	84.62	59	39
AA	838	ORD-BOS	1800	26	84.62	58	55
US	1514	CLT-LGA	1840	26	84.62	56	41
UA	1875	PHL-ORD	1935	26	84.62	53	31
UA	1877	PHL-ORD	2039	26	84.62	52	22
UA	1144	DEN-MSP	2050	26	84.62	48	35
US	407	CMH-LGA	1720	26	84.62	47	30
US	926	GSP-LGA	1810	26	84.62	42	42
UA	101	ORD-LAX	1200	25	84.00	35	24
US	1289	CMH-PHL	1923	18	83.33	97	30
US	300	BOS-PIT	1810	18	83.33	94	70
WN	1415	BNA-HOU	2135	18	83.33	80	30
WN	452	MCI-TUL	1840	18	83.33	67	42
US	1020	PIT-ORD	2045	18	83.33	63	45
US	1020	CLT-PIT	1840	18	83.33	47	37
US	2152	RIC-LGA	1650	18	83.33	42	24
WN	2197	PHX-ABQ	2030	18	83.33	39	27
UA	79	SFO-MRY	2252	18	83.33	32	20
UA	84	LAX-EWR	1415	24	83.33	83	52
UA	686	ORD-LGA	1200	24	83.33	35	22
UA	87	EWR-LAX	1750	30	83.33	108	95
UA	1411	IAD-TPA	1725	30	83.33	97	72
AA	1205	EWR-ORD	1808	30	83.33	95	77
TW	251	EWR-STL	1745	30	83.33	93	57
UA	919	IAD-MCO	1755	30	83.33	89	55
UA	935	LAX-HNL	1650	30	83.33	72	27
DL	461	LGA-PBI	1955	30	83.33	71	66
UA	1637	ORD-PHX	1955	30	83.33	66	48
UA	419	DEN-PDX	1958	30	83.33	61	46
TW	173	STL-PDX	1710	30	83.33	57	34
UA	844	SFO-JFK	1135	30	83.33	56	38
UA	342	ORD-MCO	2050	30	83.33	55	41
UA	929	ORD-SAN	1535	30	83.33	54	37
UA	1142	PHX-ORD	1749	30	83.33	51	36
UA	1512	DEN-DFW	1534	30	83.33	50	37
UA	2174	SAN-SFO	1835	30	83.33	50	37
US	776	STL-PHL	1530	30	83.33	49	38
WN	1541	BWI-ALB	1725	30	83.33	49	37
DL	1090	DFW-LGA	1915	30	83.33	38	27
UA	1067	ORD-MSP	1745	30	83.33	36	37
UA	1753	DEN-SJC	1955	30	83.33	35	26
UA	670	ORD-LGA	2100	30	83.33	35	21
HP	2191	PHX-SAN	2030	30	83.33	33	27



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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
UA	841	ORD-LAX	1922	29	82.76	106	87
UA	1048	ORD-MHT	1837	29	82.76	75	47
UA	1714	IAD-LGA	2130	29	82.76	69	66
AA	105	JFK-DFW	1810	29	82.76	59	50
UA	1938	LAX-SEA	1900	29	82.76	49	33
UA	254	DEN-ORD	2100	29	82.76	41	20
UA	742	DEN-OKC	1845	29	82.76	39	24
UA	384	IAD-BOS	1730	23	82.61	96	120
UA	1621	ABE-ORD	1739	23	82.61	94	50
UA	1245	LGA-DEN	1855	23	82.61	85	36
UA	791	ORD-OAK	1925	23	82.61	85	41
UA	1107	MDT-ORD	1740	23	82.61	82	39
UA	784	DFW-ORD	1705	23	82.61	76	69
UA	1209	IAD-DEN	1534	23	82.61	74	70
UA	247	ORD-SEA	1930	23	82.61	70	31
UA	1865	ORD-DFW	1520	23	82.61	68	37
UA	1482	ORD-HPN	1724	23	82.61	68	70
UA	1125	IAD-DFW	1720	23	82.61	66	46
UA	1876	IAH-ORD	1515	23	82.61	63	31
UA	775	MCO-ORD	1657	23	82.61	63	49
UA	1836	PDX-ORD	1400	23	82.61	62	50
UA	1193	BOS-DEN	1649	23	82.61	59	37
UA	1425	ORD-GEG	1914	23	82.61	59	40
UA	191	PHL-IAD	1950	23	82.61	57	38
UA	401	DEN-PDX	1429	23	82.61	55	40
UA	424	SAN-ORD	1321	23	82.61	53	21
UA	475	CLE-DEN	1750	23	82.61	53	34
UA	415	STL-DEN	0941	23	82.61	49	26
UA	2130	SFO-SEA	1737	23	82.61	46	41
UA	1507	IND-ORD	1716	23	82.61	45	29
UA	681	ORD-CID	1556	23	82.61	44	29
UA	1279	ORD-PHX	1203	23	82.61	41	30
UA	1607	BOS-DEN	1438	23	82.61	41	32
UA	1830	SMF-ORD	0630	23	82.61	40	22
UA	1424	DEN-ICT	2040	23	82.61	40	36
UA	1577	ORD-PDX	1140	23	82.61	39	32
UA	1923	ORD-DFW	1156	23	82.61	39	24
UA	383	ORD-SEA	1521	23	82.61	38	24
UA	461	IND-DEN	1630	23	82.61	36	26
UA	1095	DEN-OKC	1225	23	82.61	35	27
UA	1888	CID-ORD	1732	23	82.61	34	23
UA	1874	MSP-ORD	1900	23	82.61	33	21
UA	455	ORD-MCI	1206	23	82.61	32	23
UA	436	SJC-DEN	0805	23	82.61	27	25
UA	379	BOS-ORD	1345	17	82.35	42	29

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
UA	457	PHL- ORD	0830	17	82. 35	34	21
UA	503	ORD- PDX	1814	28	82. 14	51	31
UA	1622	DEN- CID	1855	28	82. 14	47	39
UA	1226	DFW- IAD	1230	22	81. 82	65	31
UA	1074	ORD- TPA	1721	22	81. 82	64	37
UA	1284	ORD- GRR	2139	22	81. 82	61	43
UA	657	ORD- MCI	1830	22	81. 82	57	58
UA	765	ORD- MSP	1644	22	81. 82	50	40
UA	1437	ORD- ONT	1200	22	81. 82	43	27
AA	1529	LGA- BNA	1829	26	80. 77	89	65
UA	657	EWR- ORD	1615	26	80. 77	89	52
AA	760	DFW- LGA	1800	26	80. 77	77	85
WN	872	MDW- IND	2045	26	80. 77	77	39
UA	677	LGA- ORD	1600	26	80. 77	71	30
US	277	IND- LGA	1830	26	80. 77	69	47
TW	427	STL- DEN	2245	26	80. 77	66	36
UA	674	ORD- LGA	1800	26	80. 77	65	26
US	1833	LGA- CMH	1855	26	80. 77	64	35
UA	1868	ORD- PHL	1600	26	80. 77	61	29
US	391	BOS- ROC	1930	26	80. 77	56	50
AA	592	ORD- BOS	1935	26	80. 77	55	33
US	1639	SDF- LGA	1910	26	80. 77	55	24
TW	455	STL- OMA	2230	26	80. 77	51	35
US	783	BOS- BUF	2135	26	80. 77	51	40
HP	2192	DTW- PHX	1937	26	80. 77	48	30
US	1911	LGA- GSO	2105	26	80. 77	48	29
UA	1722	ORD- IND	2230	26	80. 77	45	42
UA	680	ORD- LGA	1500	26	80. 77	43	31
UA	620	ORD- DCA	1530	26	80. 77	42	17
US	1587	LGA- PIT	1847	26	80. 77	42	17
UA	1886	IAH- ORD	1920	26	80. 77	39	30
US	316	LGA- RDU	2000	26	80. 77	37	28
US	1019	LGA- RIC	1830	26	80. 77	31	29
US	472	LGA- RIC	2050	26	80. 77	31	25
CO	1672	IAH- LGA	1732	15	80. 00	88	85
CO	416	CLT- EWR	1848	15	80. 00	83	82
US	269	PHL- PIT	1940	20	80. 00	126	104
US	153	PHL- PIT	1825	20	80. 00	106	66
US	872	PIT- SYR	2200	20	80. 00	105	91
US	1220	PHL- PIT	1830	20	80. 00	99	46
US	220	ATL- PHL	1635	20	80. 00	98	49
US	185	PHL- SFO	1945	20	80. 00	90	57
US	1636	BOS- PIT	1930	20	80. 00	89	95
UA	1718	IAD- LGA	1825	20	80. 00	85	57
WN	1810	MDW- DTW	1720	20	80. 00	77	49

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
US	320	PIT- EWR	1600	20	80.00	75	42
US	918	PIT- BOS	2034	20	80.00	73	50
US	854	ORD- CLT	1844	20	80.00	72	41
US	1862	ORD- PIT	1700	20	80.00	71	43
US	1118	CLT- LGA	2050	20	80.00	71	52
US	903	PHL- RDU	1535	20	80.00	69	57
US	510	PVD- PHL	1520	20	80.00	68	23
WN	321	BWI- MHT	1915	20	80.00	65	39
US	734	IND- PHL	1507	20	80.00	64	19
US	830	PHL- CLT	1805	20	80.00	64	42
US	831	BTW- PHL	1520	20	80.00	63	43
US	227	PHL- DTW	1735	20	80.00	60	27
AS	189	PHX- SEA	1627	20	80.00	59	29
US	370	BDL- PIT	1825	20	80.00	58	49
US	731	PWM- PHL	1516	20	80.00	55	30
US	977	ALB- PHL	1730	20	80.00	55	24
WN	452	MDW- MCI	1705	20	80.00	55	40
US	1452	PHL- IND	1600	20	80.00	52	43
US	1083	PHL- DCA	1720	20	80.00	52	44
US	977	PHL- RDU	1930	20	80.00	52	28
WN	2236	MDW- OMA	1625	20	80.00	51	30
US	111	PVD- PHL	1730	20	80.00	49	36
AS	189	SEA- ANC	1959	20	80.00	48	31
UA	133	ORD- SFO	1710	20	80.00	48	27
US	1606	PHL- BUF	2135	20	80.00	48	28
US	1599	BOS- PHL	1430	20	80.00	44	30
US	2368	CLT- BOS	1520	20	80.00	41	39
US	1014	PHL- PWM	2000	20	80.00	41	35
US	1082	CLT- ROC	1515	20	80.00	39	23
UA	1872	MSP- ORD	1500	20	80.00	36	22
US	961	PIT- BNA	1744	20	80.00	34	30
UA	2279	PDX- SFO	2150	20	80.00	33	23
US	1231	PHL- CLE	2015	20	80.00	31	24
WN	2200	LAS- PHX	1000	20	80.00	25	23
AS	453	LAX- SEA	1324	20	80.00	24	20
UA	1008	LAX- SFO	2107	25	80.00	48	27
UA	646	ORD- EWR	1230	25	80.00	45	20
UA	524	ORD- BOS	1745	25	80.00	42	31
US	350	ORD- PHL	1544	30	80.00	114	55
DL	1293	EWR- CVG	1735	30	80.00	102	53
TW	351	EWR- STL	1950	30	80.00	91	69
UA	1493	IAD- PHX	1745	30	80.00	89	50
AA	1737	LGA- MIA	1929	30	80.00	86	72
UA	533	ORD- SLC	1914	30	80.00	75	47
UA	1132	DEN- MCO	1902	30	80.00	68	33

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
UA	1719	LGA- IAD	1930	30	80.00	67	28
UA	947	IAD- SFO	1735	30	80.00	64	38
UA	1588	ORD- CLE	2105	30	80.00	64	47
DL	766	CVG- EWR	1915	30	80.00	63	32
UA	311	ORD- STL	1940	30	80.00	61	39
US	866	BOS- PHL	1930	30	80.00	60	16
UA	181	BOS- LAX	1745	30	80.00	59	38
AA	1748	DFW- DTW	1418	30	80.00	57	46
UA	268	DEN- ORD	1655	30	80.00	55	39
UA	1295	DEN- EUG	1945	30	80.00	55	28
UA	1056	ORD- ORF	2055	30	80.00	55	35
UA	1600	ORD- ATL	2100	30	80.00	53	36
UA	735	ORD- SMF	1530	30	80.00	52	26
AA	1277	ORD- LAX	1730	30	80.00	50	45
UA	1930	ORD- TPA	2050	30	80.00	49	37
UA	1835	MSP- DEN	1805	30	80.00	45	27
HP	2868	JFK- LAS	0804	30	80.00	44	43
US	609	CLT- LAS	2215	30	80.00	44	29
UA	1546	DEN- PHL	1851	30	80.00	40	30
AA	785	LGA- DFW	1819	30	80.00	39	27
UA	778	PDX- DEN	1448	30	80.00	38	31
UA	1872	ORD- PHL	1700	30	80.00	38	40
WN	1653	LAS- SJC	1740	30	80.00	34	32
HP	2104	FLL- LAS	0826	30	80.00	31	29
DL	118	BDL- JFK	1715	30	80.00	27	22
TW	927	SJU- LAX	1650	30	80.00	26	22

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/  
ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER -----	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA -----	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ -----	
		NUMBER -----	PERCENTAGE -----
UNITED	2271	544	24. 0
US AIRWAYS	2059	282	13. 7
AMERICA WEST	624	42	6. 7
ALASKA	430	20	4. 7
TRANS WORLD	774	34	4. 4
AMERICAN	2059	84	4. 1
CONTINENTAL	1119	41	3. 7
SOUTHWEST	2604	91	3. 5
DELTA	2508	45	1. 8
NORTHWEST	1604	14	0. 9
TOTAL	16, 052	1, 197	7. 5

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
AKRON/CANTON, OH. (CAK)	77.9	90.7	86	86	ERIE, PA. (ERI)	78.8	89.0	118	118
ALBANY, N. Y. (ALB)	64.9	77.1	1,242	1,242	EUGENE, OR. (EUG)	53.0	67.9	166	165
ALBUQUERQUE, N. M. (ABQ)	65.4	71.8	3,023	3,022	FAIRBANKS, AK. (FAI)	61.6	73.5	469	468
ALLENTOWN, PA. (ABE)	61.2	75.0	531	531	FARGO, N. D. (FAR)	82.3	92.1	215	215
AMARILLO, TX. (AMA)	55.3	70.3	400	400	FAYETTEVILLE, N. C. (FAY)	71.7	82.5	120	120
ANCHORAGE, AK. (ANC)	60.7	70.9	2,062	2,059	FLINT, MI. (FNT)	71.1	83.3	90	90
ASHEVILLE, N. C. (AVL)	77.3	84.7	150	150	FRESNO, CA. (FAT)	56.7	90.0	30	30
ATLANTA, GA. (ATL)	75.7	75.2	21,799	21,922	FT. LAUDERDALE, FL. (FLL)	67.7	72.6	4,033	4,035
AUGUSTA, GA. (AGS)	84.4	88.9	90	90	FT. MYERS, FL. (RSW)	71.9	83.4	1,034	1,033
AUSTIN, TX. (AUS)	65.7	74.9	3,533	3,534	FT. WAYNE, IN. (FWA)	73.1	85.2	26	27
BALTIMORE, MD. (BWI)	68.0	69.3	7,508	7,508	GRAND FORKS, N. D. (GFK)	73.3	90.2	60	61
BARROW, AK. (BRW)	61.6	61.6	86	86	GRAND RAPIDS, MI. (GRR)	65.9	79.2	640	639
BATON ROUGE, LA. (BTR)	79.7	86.1	360	360	GREAT FALLS, MT. (GTF)	81.0	91.6	179	178
BETHEL, AK. (BET)	57.0	60.5	86	86	GREEN BAY, WI. (GRB)	74.6	87.5	280	280
BILLINGS, MT. (BIL)	56.5	81.6	239	239	GREENBRIER, W. V. (LWB)	100.0	100.0	14	14
BINGHAMTON, N. Y. (BGM)	68.3	83.3	60	60	GREENSBORO/HIGH PT., N. C. (GSO)	60.7	73.8	1,238	1,232
BIRMINGHAM, AL. (BHM)	75.5	80.3	1,615	1,614	GREENVILLE/SPARTBG., S. C. (GSP)	74.1	81.3	576	576
BISMARCK, N. D. (BIS)	69.2	92.5	120	120	GULFPORT/BILOXI, MS. (GPT)	91.1	97.8	90	90
BOISE, ID. (BOI)	62.8	77.0	1,084	1,082	GUSTAVUS, AK. (GST)	50.0	70.0	20	20
BOSTON, MA. (BOS)	55.1	66.3	9,133	9,131	HARLINGEN, TX. (HRL)	66.8	75.1	346	345
BOZEMAN, MT. (BZN)	73.3	88.7	150	150	HARRISBURG, PA. (MDT)	60.7	75.6	598	598
BRISTOL, TN. (TRI)	67.8	81.1	90	90	HARTFORD, CT./SPGFLD, MA. (BDL)	67.8	76.8	3,034	3,034
BUFFALO, N. Y. (BUF)	61.2	72.3	1,560	1,563	HELENA, MT. (HLN)	89.3	93.2	75	74
BURBANK, CA. (BUR)	68.0	72.0	2,347	2,348	HONOLULU, OAHU, HI. (HNL)	70.1	89.1	970	969
BURLINGTON, VT. (BTV)	55.0	69.5	220	220	HOUSTON, TX. (HOU)	70.2	66.1	4,668	4,670
CEDAR RAPIDS/IOWA CTY. IA. (CID)	59.0	74.2	466	465	HOUSTON, TX. (IAH)	76.2	79.4	10,887	10,884
CHARLESTON, S. C. (CHS)	71.9	79.8	565	565	HUNTSVILLE/DECATUR, AL. (HSV)	68.5	84.5	476	476
CHARLESTON, W. V. (CRW)	78.9	78.9	90	90	INDIANAPOLIS, IN. (IND)	66.6	74.8	2,874	2,876
CHARLOTTE, N. C. (CLT)	70.7	69.8	10,914	10,915	INDIO/PALM SPRINGS, CA. (PSP)	64.2	73.9	218	218
CHATTANOOGA, TN. (CHA)	78.4	89.8	88	88	ISLIP/LONG IS., N. Y. (ISP)	75.0	83.8	623	623
CHICAGO, IL. (MDW)	70.4	66.3	4,539	4,541	ITHACA, N. Y. (ITH)	85.3	87.1	116	116
CHICAGO, IL. (ORD)	54.4	58.0	24,933	24,919	JACKSON/VICKSBURG, MS. (JAN)	78.1	82.5	743	738
CINCINNATI, OH. (CVG)	77.2	78.0	6,116	6,123	JACKSON, WY. (JAC)	54.1	84.5	85	84
CLEVELAND, OH. (CLE)	70.5	77.8	4,613	4,611	JACKSONVILLE, FL. (JAX)	72.7	78.3	1,982	1,982
COLORADO SPRINGS, CO. (COS)	56.5	76.6	1,104	1,104	JUNEAU, AK. (JNU)	65.4	69.0	456	455
COLUMBIA, S. C. (CAE)	70.8	78.7	418	418	KAHULUI, MAUI, HI. (OGG)	74.0	86.6	277	277
COLUMBUS, OH. (CMH)	66.6	75.2	3,107	3,100	KALAMAZOO, MI. (AZO)	75.0	93.8	64	64
CORDOVA, AK. (CDV)	63.3	71.7	60	60	KALISPELL, MT. (FCA)	81.0	93.3	147	150
CORPUS CHRISTI, TX. (CRP)	65.4	76.2	269	269	KANSAS CITY, MO. (MCI)	67.4	73.9	5,204	5,200
DALLAS/FT. WORTH, TX. (DAL)	67.1	64.0	4,099	4,100	KETCHIKAN, AK. (KTN)	66.5	78.6	236	234
DALLAS/FT. WORTH, TX. (DFW)	67.7	67.3	20,388	20,388	KING SALMON, AK. (AKN)	46.5	60.5	43	43
DAYTON, OH. (DAY)	63.6	74.2	910	910	KNOXVILLE, TN. (TYS)	67.5	77.8	590	589
DAYTONA BEACH, FL. (DAB)	78.7	84.7	150	150	KODIAK, AK. (ADQ)	61.7	70.0	60	60
DEADHORSE, AK. (SCC)	66.7	66.7	30	30	KONA, HAWAII, HI. (KOA)	66.7	80.0	120	120
DENVER, CO. (DEN)	54.2	60.1	11,739	11,731	KOTZEBUE, AK. (OTZ)	63.9	59.7	72	72
DES MOINES, IA. (DSM)	54.6	72.9	531	531	LA CROSSE, WI. (LSE)	93.3	89.7	30	29
DETROIT, MI. (DTW)	75.4	72.5	12,827	12,826	LANSING, MI. (LAN)	81.8	91.4	198	198
DILLINGHAM, AK. (DLG)	46.5	53.5	43	43	LAS VEGAS, NV. (LAS)	65.2	64.9	11,361	11,354
DULUTH, MN. (DLH)	82.6	88.4	86	86	LEXINGTON/FRKFT, KY. (LEX)	73.7	86.6	297	292
DUTCH HARBOR, AK. (DUT)	65.0	61.7	60	60	LIHUE, KAUAI, HI. (LIH)	73.7	94.7	38	38
EL PASO, TX. (ELP)	65.0	73.5	1,952	1,953	LINCOLN, NE. (LNK)	51.7	75.0	236	236
ELMIRA, N. Y. (ELM)	84.5	89.7	116	116	LITTLE ROCK, AR. (LIT)	66.7	76.1	1,137	1,135

JUNE 2000

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LONG BEACH, CA. (LGB)	65.6	80.1	326	326	SAGINAW, MI. (MBS)	69.2	83.0	312	312
LOS ANGELES, CA. (LAX)	62.4	68.0	17,606	17,605	SALT LAKE CITY, UT. (SLC)	74.0	77.3	6,646	6,638
LOUISVILLE, KY. (SDF)	71.8	79.2	1,906	1,898	SAN ANTONIO, TX. (SAT)	66.8	78.2	3,244	3,240
LUBBOCK, TX. (LBB)	64.0	69.5	478	478	SAN DIEGO, CA. (SAN)	65.6	72.1	6,133	6,164
MADISON, WI. (MSN)	73.3	86.4	307	309	SAN FRANCISCO, CA. (OAK)	71.8	73.1	4,661	4,661
MANCHESTER, N.H. (MHT)	63.1	73.2	1,129	1,129	SAN FRANCISCO, CA. (SFO)	56.6	66.4	11,477	11,472
MEDFORD, OR. (MFR)	57.6	64.7	139	139	SAN JOSE, CA. (SJC)	68.7	74.8	5,381	5,387
MELBOURNE, FL. (MLB)	85.8	90.8	120	120	SAN JUAN, P.R. (SJU)	75.4	86.5	2,100	2,098
MEMPHIS, TN. (MEM)	78.8	81.2	4,799	4,799	SANTA BARBARA, CA. (SBA)	62.6	71.6	257	257
MIAMI, FL. (MIA)	67.3	75.4	5,465	5,454	SARASOTA/BRAD., FL. (SRQ)	77.4	89.2	371	372
MIDLAND/ODESSA, TX. (MAF)	64.9	73.2	447	447	SAVANNAH, GA. (SAV)	70.9	79.7	454	454
MILWAUKEE, WI. (MKE)	68.6	83.1	1,269	1,270	SCRANTON/WILKES-BARRE, PA. (AVP)	49.1	78.4	116	116
MINNEAPOLIS/ST. P. MN. (MSP)	76.7	77.0	12,566	12,572	SEATTLE, WA. (SEA)	58.6	67.1	9,054	9,058
MINOT, N.D. (MDT)	75.6	86.7	90	90	SHREVEPORT, LA. (SHV)	75.5	81.7	322	322
MISSION/MCALLEN, TX. (MFE)	67.2	87.9	290	290	SIOUX CITY, IA. (SUX)	90.0	91.7	60	60
MISSOULA, MT. (MSO)	86.7	96.6	150	148	SIOUX FALLS, S.D. (FSD)	72.1	90.8	283	284
MOBILE, AL./PASCAGOULA, MS. (MOB)	73.3	79.5	360	352	SITKA, AK. (SIT)	57.9	75.7	140	140
MOBILE, IL. (MLI)	61.4	81.8	176	176	SOUTH BEND, IN. (SBN)	69.5	83.0	141	141
MONROE, LA. (MLU)	70.0	85.8	180	176	SPOKANE, WA. (GEG)	67.1	78.9	1,149	1,147
MONTEREY, CA. (MRY)	35.1	57.9	37	38	SPRINGFIELD, MD. (SGF)	64.0	83.7	172	172
MONTGOMERY, AL. (MGM)	75.6	86.7	90	90	ST. CROIX, V.I. (STX)	78.3	90.0	60	60
MYRTLE BEACH, S.C. (MYR)	68.0	82.2	247	247	ST. LOUIS, MO. (STL)	70.6	68.5	14,364	14,357
NASHVILLE, TN. (BNA)	73.3	75.7	4,806	4,802	ST. THOMAS, V.I. (STT)	72.4	86.4	214	214
NEW ORLEANS, LA. (MSY)	70.4	78.7	4,213	4,215	SYRACUSE, N.Y. (SYR)	66.5	78.0	946	943
NEW YORK, N.Y. (JFK)	59.8	72.3	3,826	3,838	TALLAHASSEE, FL. (TLH)	77.8	86.1	180	180
NEW YORK, N.Y. (LGA)	54.8	67.0	7,850	7,872	TAMPA, FL. (TPA)	66.4	75.2	5,151	5,146
NEWARK, N.J. (EWR)	57.8	68.3	10,350	10,349	TOLEDO, OH. (TOL)	52.3	65.1	86	86
NEWBURGH, N.Y. (SWF)	58.3	76.7	120	120	TRAVERSE CITY, MI. (TVC)	74.0	83.3	150	150
NOME, AK. (OME)	61.5	62.8	78	78	TUCSON, AZ. (TUS)	63.0	76.0	1,574	1,573
NORFOLK/VA. BEACH, VA. (ORF)	65.7	76.9	1,361	1,359	TULSA, OK. (TUL)	65.7	75.8	1,683	1,679
OKLAHOMA CITY, OK. (OKC)	64.0	75.7	1,667	1,669	VALPARAISO, FL. (VPS)	85.0	93.3	120	120
OMAHA, NE. (OMA)	62.1	74.5	1,458	1,457	WASHINGTON, D.C. (DCA)	68.9	75.3	6,833	6,835
ONTARIO, CA. (ONT)	67.3	73.6	3,007	2,978	WASHINGTON, D.C. (IAD)	57.7	63.8	5,378	5,374
ORANGE COUNTY, CA. (SNA)	68.5	76.8	3,643	3,644	WEST PALM BEACH, FL. (PBI)	69.1	78.3	1,743	1,744
ORLANDO, FL. (MCO)	66.9	73.6	8,265	8,246	WHITE PLAINS, N.Y. (HPN)	51.8	59.5	425	425
PASCO, WA. (PSC)	84.2	94.2	120	120	WICHITA, KS. (ICT)	54.3	72.6	547	547
PENSACOLA, FL. (PNS)	71.9	83.7	480	471	WILMINGTON, N.C. (ILM)	75.0	87.2	180	180
PETERSBURG, AK. (PSG)	61.7	66.7	60	60	WRANGELL, AK. (WRG)	63.3	68.3	60	60
PHILADELPHIA, PA. (PHL)	54.7	58.2	10,115	10,114	YAKUTAT, AK. (YAK)	58.3	65.0	60	60
PHOENIX, AZ. (PHX)	66.9	65.6	15,458	15,453					
PITTSBURGH, PA. (PIT)	68.3	69.9	8,871	8,866					
PORTLAND, ME. (PWM)	60.5	73.4	496	496					
PORTLAND, OR. (PDX)	65.5	74.2	4,775	4,769					
PROVIDENCE, R.I. (PVD)	68.4	77.1	2,108	2,110					
RALEIGH/DURHAM, N.C. (RDU)	67.6	77.1	2,973	2,980					
RAPID CITY, S.D. (RAP)	83.3	91.7	120	120					
RENO, NV. (RNO)	72.8	77.5	2,716	2,714					
RICHMOND, VA. (RIC)	64.4	74.0	1,473	1,471					
ROANOKE, VA. (ROA)	70.2	81.5	178	178					
ROCHESTER, MN. (RST)	67.5	86.5	206	207					
ROCHESTER, N.Y. (ROC)	59.8	70.6	1,151	1,148					
SACRAMENTO, CA. (SMF)	67.1	72.4	3,306	3,306					

JUNE 2000  
AIR TRAVEL CONSUMER REPORT

TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS  
BY CARRIER

CARRIER A/ -----	AT 29 REPORTABLE AIRPORTS B/ -----				AT ALL REPORTED AIRPORTS C/ -----			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
UNITED S/	29	50630	3787	7.5	101	66081	4808	7.3
US AIRWAYS S/	25	42478	2652	6.2	89	60777	3824	6.3
ALASKA S/	8	7017	407	5.8	36	12705	695	5.5
AMERICA WEST S/	25	13896	644	4.6	53	18443	884	4.8
AMERICAN S/	29	45688	2298	5.0	92	61093	2876	4.7
DELTA S/	29	53526	1674	3.1	111	74846	2152	2.9
NORTHWEST S/	29	31088	1023	3.3	115	46974	1343	2.9
CONTINENTAL S/	27	23907	678	2.8	78	32458	884	2.7
TRANS WORLD S/	29	16537	376	2.3	76	22667	521	2.3
SOUTHWEST S/	14	27742	240	0.9	57	75056	645	0.9
T O T A L		31,2509	13,779	4.4		471,100	18,632	4.0



**FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)**

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

## APPENDIX

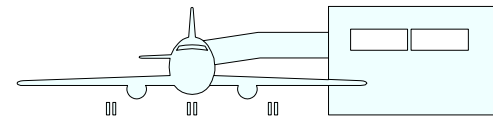
**NOTE:** The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

### Airports Covered by the Rule

Atlanta. Hartsfield	ATL
Baltimore/Washington International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth International	DFW
Denver International	DEN
Detroit. Metro Wayne County	DTW
Houston. George Bush	IAH
Las Vegas. McCarran International	LAS
Los Angeles International	LAX
Miami International	MIA
Minneapolis-St. Paul International	MSP
Newark International	EWK
New York. JFK International	JFK
New York. LaGuardia	LGA
Orlando International	MCO
Philadelphia International	PHL
Phoenix. Sky Harbor International	PHX
Pittsburgh. Greater International	PIT
Portland International	PDX
St. Louis. Lambert	STL
Salt Lake City International	SLC
San Diego. Lindbergh Field	SAN
San Francisco International	SFO
Seattle-Tacoma International	SEA
Tampa. Tampa International	TPA
Washington. Reagan National	DCA

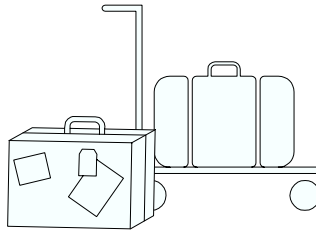
### Air Carriers Required to Report Data to DOT and to CRS Vendors

AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
CO	Continental Airlines
DL	Delta Air Lines
NW	Northwest Airlines
WN	Southwest Airlines
TW	Trans World Airlines
UA	United Airlines
US	US Airways



## **MISHANDLED BAGGAGE**

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. Like the data on flight delays in the previous section, as required by 14 C.F.R. 234 these baggage statistics are filed with DOT on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues.



**JUNE**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**

**U.S. AIRLINES\***

Rank	AIRLINE	June 2000			June 1999		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>DELTA AIR LINES</i>	37,352	9,337,992	<b>4.00</b>	33,851	8,758,172	<b>3.87</b>
2	<i>SOUTHWEST AIRLINES</i>	32,644	6,493,322	<b>5.03</b>	24,836	5,748,494	<b>4.32</b>
3	<i>US AIRWAYS</i>	27,524	4,994,075	<b>5.51</b>	24,883	4,750,839	<b>5.24</b>
4	<i>NORTHWEST AIRLINES</i>	25,237	4,489,794	<b>5.62</b>	19,130	4,266,720	<b>4.48</b>
5	<i>AMERICAN AIRLINES</i>	39,152	6,562,758	<b>5.97</b>	32,584	5,576,683	<b>5.84</b>
6	<i>TRANS WORLD AIRLINES</i>	14,770	2,421,643	<b>6.10</b>	14,090	2,279,711	<b>6.18</b>
7	<i>CONTINENTAL AIRLINES</i>	20,168	3,247,693	<b>6.21</b>	16,175	3,109,906	<b>5.20</b>
8	<i>ALASKA AIRLINES</i>	6,897	1,073,823	<b>6.42</b>	8,796	1,114,280	<b>7.89</b>
9	<i>UNITED AIRLINES</i>	52,685	6,928,123	<b>7.60</b>	51,673	6,848,708	<b>7.54</b>
10	<i>AMERICA WEST AIRLINES</i>	14,170	1,787,525	<b>7.93</b>	7,021	1,631,167	<b>4.30</b>
<b>TOTALS</b>		<b>270,599</b>	<b>47,336,748</b>	<b>5.72</b>	<b>233,039</b>	<b>44,084,680</b>	<b>5.29</b>

**NOTES:** For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

\*U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Oversales" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

**JANUARY TO JUNE**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**

**U.S. AIRLINES\***

Rank	AIRLINE	January To June 2000			January To June 1999		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	22,272	5,729,770	3.89	41,187	5,717,822	7.20
2	DELTA AIR LINES	222,370	51,276,017	4.34	225,255	49,275,283	4.57
3	SOUTHWEST AIRLINES	153,424	35,245,570	4.35	136,546	31,477,176	4.34
4	CONTINENTAL AIRLINES	80,734	18,321,908	4.41	86,007	17,827,274	4.82
5	US AIRWAYS	123,865	27,354,705	4.53	137,240	27,364,298	5.02
6	NORTHWEST AIRLINES	115,827	23,855,715	4.86	120,174	22,400,102	5.36
7	TRANS WORLD AIRLINES	67,300	12,628,167	5.33	69,968	12,064,401	5.80
8	AMERICAN AIRLINES	188,408	34,674,470	5.43	166,917	30,632,805	5.45
9	AMERICA WEST AIRLINES	62,862	9,571,155	6.57	35,483	8,733,248	4.06
10	UNITED AIRLINES	256,323	37,917,260	6.76	291,307	37,001,502	7.87
<b>TOTALS</b>		<b>1,293,385</b>	<b>256,574,737</b>	<b>5.04</b>	<b>1,310,084</b>	<b>242,493,911</b>	<b>5.40</b>

**NOTES:** For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

\*U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Oversales" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

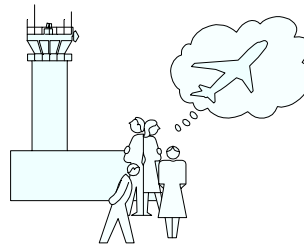
## **OVERSALES**

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The reporting requirement is found in 14 C.F.R. 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are three exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; and 3) aircraft of smaller capacity is substituted. Totals appear at the end of each table.

The enplanement figures that are used to calculate the involuntary denied boarding rate do not include "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

**January-March**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	January-March 2000				January-March 1999			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>NORTHWEST AIRLINES</b>	24,822	141	12,132,199	<b>0.12</b>	24,308	439	11,295,585	<b>0.39</b>
2	<b>DELTA AIR LINES</b>	47,522	1,061	24,342,046	<b>0.44</b>	54,835	8,144	24,465,503	<b>3.33</b>
3	<b>CONTINENTAL AIRLINES</b>	15,901	477	9,578,794	<b>0.50</b>	22,129	287	9,291,544	<b>0.31</b>
4	<b>AMERICAN AIRLINES</b>	67,298	1,102	18,577,574	<b>0.59</b>	70,213	848	16,579,667	<b>0.51</b>
5	<b>TRANS WORLD AIRLINES</b>	5,329	417	5,747,520	<b>0.73</b>	14,884	1,409	5,510,325	<b>2.56</b>
6	<b>US AIRWAYS</b>	22,539	998	12,400,715	<b>0.80</b>	18,744	1,195	12,764,898	<b>0.94</b>
7	<b>ALASKA AIRLINES</b>	6,930	464	3,160,695	<b>1.47</b>	7,419	233	3,063,929	<b>0.76</b>
8	<b>UNITED AIRLINES**</b>	30,196	3,006	18,617,529	<b>1.61</b>	41,061	2,142	18,337,778	<b>1.17</b>
9	<b>SOUTHWEST AIRLINES</b>	24,852	2,796	16,418,368	<b>1.70</b>	17,303	1,938	14,606,789	<b>1.33</b>
10	<b>AMERICA WEST AIRLINES</b>	17,354	841	4,695,690	<b>1.79</b>	11,702	670	4,367,732	<b>1.53</b>
	<b>TOTALS</b>	<b>262,743</b>	<b>11,303</b>	<b>125,671,130</b>	<b>0.90</b>	<b>282,598</b>	<b>17,305</b>	<b>120,283,750</b>	<b>1.44</b>

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers on this page is consistent with those carriers that appear in the "Flight Delays," "Mishandled Baggage" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

\*\* United has advised us that it may not have correctly reported those passengers who were involuntarily denied boarding prior to the 4<sup>th</sup> Q of 1999. Therefore, the data in this report may reflect an inaccurate rate of passengers denied boarding involuntarily by United for the 1<sup>st</sup> Q 1999.

## **CONSUMER COMPLAINTS**

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints, which are handled by the Federal Aviation Administration. An explanation of each section of the report appears below:

**Summary.** Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

**Complaint Categories.** Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report. Note that beginning with the September 1999 report, disability complaints are listed as a separate category. Prior to September 1999, disability complaints were included in the Reservations/Ticketing/Boarding category. Also, effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category.

**U.S. Airlines.** Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

**Incident Date.** Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods. (Table 4 data are not included in YTD reports.)

**Companies Other Than U.S. Airlines.** Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc. Effective with the September 1999 report, complaints against “cargo companies” (formerly a separate grouping) are included with the “miscellaneous” grouping.

**Airline Rankings:** Table 6 ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.



Table 1

**AIR TRAVEL CONSUMER REPORT**  
**CONSUMER COMPLAINTS**  
**SUMMARY**

	June 2000					June 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS		COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	2, 141	183	19	112		1, 140	42	1	44
FOREIGN AIRLINES	194	3	3	1		116	0	1	1
TRAVEL AGENTS	20	0	0	0		4	0	0	0
TOUR OPERATORS	6	1	0	0		47	1	0	0
MISCELLANEOUS*	28	22	0	11		25	4	0	6
INDUSTRY TOTALS	2, 389	209	22	124		1, 332	47	2	51

\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	June 2000			June 1999		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	1,050		1	476	
CANCELLATIONS			415			163
DELAYS			332			178
MISCONNECTIONS			109			58
CUSTOMER SERVICE	2	497		2	244	
BAGGAGE	3	336		3	178	
RES/TKTG/BOARDING	4	141		4	133	
REFUNDS	5	85		5	68	
OVERSALES	6	85		7	59	
OTHER	7	75		6	65	
FREQUENT FLYER			30			33
FARES	8	66		8	45	
DISABILITY	9	50		9	36	
TOURS OR CHARTERS	10	3		10	26	
ADVERTISING	11	1		11	2	
COMPLAINT TOTAL		2,389			1,332	

NOTE: EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY

June 2000

U. S. AIRLINES ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
AIRTRAN AIRWAYS	40	6	3	0	2	7	15	0	0	0	1	74
ALASKA AIRLINES	6	1	1	0	2	3	7	1	0	0	0	21
AMERICA WEST AIRLINES	85	9	6	1	1	15	39	6	0	0	5	167
AMERICAN AIRLINES	152	11	15	8	5	51	73	4	0	1	15	335
AMERICAN EAGLE	16	2	0	0	1	2	8	2	0	0	0	31
AMERICAN TRANS AIR	21	1	1	1	0	3	8	0	0	0	1	36
ATLANTIC SOUTHEAST AIRLINES	17	2	0	0	0	4	4	0	0	0	0	27
COMAIR	2	0	1	0	0	0	1	1	0	0	0	5
CONTINENTAL AIRLINES	38	8	10	3	4	21	35	3	0	0	5	127
CONTINENTAL EXPRESS	3	1	0	0	0	0	1	0	0	0	1	6
DELTA AIR LINES	85	8	15	12	9	19	43	5	0	0	7	203
DELTA CONNECTION	4	0	1	0	0	0	0	0	0	0	0	5
FRONTIER AIRLINES	0	0	4	0	0	1	1	0	0	0	0	6
HAWAIIAN AIRLINES	7	1	0	0	1	2	5	0	0	0	2	18
MIDWAY AIRLINES	0	0	3	1	0	1	2	3	0	0	0	10
MIDWEST EXPRESS AIRLINES	3	0	0	0	0	1	1	0	0	0	0	5
NORTHWEST AIRLINES	64	6	11	6	3	22	29	6	0	0	5	152
SHUTTLE AMERICA	3	0	0	0	0	0	1	0	0	0	1	5
SOUTHWEST AIRLINES	10	0	3	3	1	4	9	1	0	0	0	31
SPIRIT AIRLINES	11	1	1	1	2	2	2	0	0	0	0	20
TOWER AIR	0	0	0	0	7	0	0	0	0	0	0	7
TRANS STATES AIRLINES	3	0	0	0	1	0	1	0	0	0	0	5
TRANS WORLD AIRLINES	26	5	4	5	5	9	21	3	0	0	1	79
TRANS WORLD EXPRESS	5	0	1	0	0	0	0	0	0	0	0	6
UNITED AIRLINES	295	10	19	6	10	69	109	6	0	1	10	535
UNITED EXPRESS	8	1	1	0	0	5	3	2	0	0	0	20
US AIRWAYS	79	1	10	12	0	21	24	4	0	0	6	157
US AIRWAYS EXPRESS	4	0	0	0	0	0	3	0	0	0	2	9
VANGUARD AIRLINES	5	0	1	1	1	0	0	0	0	0	0	8
Other U. S. Airlines	16	0	3	0	4	2	6	0	0	0	0	31
TOTAL JUNE 2000	1,008	74	114	60	59	264	451	47	0	2	62	2,141
% OF TOTAL COMPLAINTS	47.3	3.5	5.3	2.8	2.8	12.4	21.1	2.2	0	0.1	2.9	
TOTAL JUNE 1999	430	55	114	42	59	146	207	32	1	0	54	1,140
% OF TOTAL COMPLAINTS	37.7	4.8	10	3.7	5.2	12.8	18.2	2.8	0.1	0	4.7	

NOTE: AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

Table 4

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY INCIDENT DATE

June 2000

U. S. AIRLINES	COMPS RECD IN JUNE	INCI- DENTS IN JUNE	PERCENT	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	74	40	54.05	15	20.27	14	18.92	5	6.76
ALASKA AIRLINES	21	11	52.38	3	14.29	6	28.57	1	4.76
AMERICA WEST AIRLINES	167	69	41.32	54	32.34	27	16.17	17	10.18
AMERICAN AIRLINES	335	131	39.10	93	27.76	86	25.67	25	7.46
AMERICAN EAGLE	31	22	70.97	2	6.45	5	16.13	2	6.45
AMERICAN TRANS AIR	36	20	55.56	9	25.00	6	16.67	1	2.78
ATLANTIC SOUTHEAST AIRLINES	27	14	51.85	7	25.93	3	11.11	3	11.11
COMAIR	5	2	40.00	3	60.00	0	0.00	0	0.00
CONTINENTAL AIRLINES	127	53	41.73	33	25.98	35	27.56	6	4.72
CONTINENTAL EXPRESS	6	2	33.33	2	33.33	2	33.33	0	0.00
DELTA AIR LINES	203	88	43.35	55	27.09	39	19.21	21	10.34
DELTA CONNECTION	5	1	20.00	2	40.00	1	20.00	1	20.00
FRONTIER AIRLINES	6	2	33.33	0	0.00	3	50.00	1	16.67
HAWAIIAN AIRLINES	18	3	16.67	6	33.33	8	44.44	1	5.56
MIDWAY AIRLINES	10	6	60.00	3	30.00	0	0.00	1	10.00
MIDWEST EXPRESS AIRLINES	5	3	60.00	1	20.00	0	0.00	1	20.00
NORTHWEST AIRLINES	152	69	45.39	35	23.03	32	21.05	16	10.53
SHUTTLE AMERICA	5	5	100.00	0	0.00	0	0.00	0	0.00
SOUTHWEST AIRLINES	31	16	51.61	7	22.58	5	16.13	3	9.68
SPIRIT AIRLINES	20	5	25.00	7	35.00	6	30.00	2	10.00
TOWER AIR	7	1	14.29	1	14.29	4	57.14	1	14.29
TRANS STATES AIRLINES	5	1	20.00	3	60.00	1	20.00	0	0.00
TRANS WORLD AIRLINES	79	26	32.91	31	39.24	17	21.52	5	6.33
TRANS WORLD EXPRESS	6	3	50.00	3	50.00	0	0.00	0	0.00
UNITED AIRLINES	535	281	52.52	134	25.05	70	13.08	50	9.35
UNITED EXPRESS	20	10	50.00	4	20.00	6	30.00	0	0.00
US AIRWAYS	157	87	55.41	40	25.48	16	10.19	14	8.92
US AIRWAYS EXPRESS	9	4	44.44	4	44.44	0	0.00	1	11.11
VANGUARD AIRLINES	8	3	37.50	2	25.00	1	12.50	2	25.00
OTHER U. S. AIRLINES	31	13	41.94	5	16.13	10	32.26	3	9.68
TOTALS	2, 141	991	46.29	564	26.34	403	18.82	183	8.55
PREVIOUS YEAR' S TOTALS	1, 140	261	22.9	327	28.7	483	42.4	69.0	6.1

NOTE: AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

Table 5

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U. S. AIRLINES  
BY COMPLAINT CATEGORY

June 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
<u>Foreign Airlines</u>												
AIR ARUBA	1	2	0	0	0	3	1	0	0	0	0	7
AIR CANADA	6	0	2	0	2	4	5	0	0	0	0	19
AIR FRANCE	3	0	2	0	1	7	2	0	0	0	1	16
ALITALIA	0	4	1	0	0	2	4	0	0	0	0	11
ALLEGRO	2	0	0	0	0	3	1	0	0	0	0	6
BRITISH AIRWAYS	3	0	2	0	1	4	1	0	0	0	1	12
CATHAY PACIFIC	3	0	0	1	1	1	0	0	0	0	0	6
IBERIA AIRLINES	1	0	0	0	0	2	2	0	0	0	0	5
KLM	2	1	2	0	0	2	1	0	0	0	1	9
LAKER AIRWAYS	3	0	0	0	0	0	1	0	0	0	2	6
LUFTHANSA	3	0	0	0	0	5	6	0	0	0	0	14
OLYMPIC AIRWAYS	0	0	1	0	2	0	0	0	0	0	3	6
SABENA	0	0	0	1	0	5	1	0	0	0	0	7
SWISSAIR	1	0	0	0	0	4	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	5	3	7	0	10	24	12	2	0	0	2	65
TOTALS	33	10	17	2	17	66	37	2	0	0	10	194
<u>TRAVEL AGENTS</u>												
PRICELINE.COM	1	0	0	3	3	0	0	0	1	0	0	8
OTHER TRAVEL AGENTS	2	0	6	0	2	0	2	0	0	0	0	12
TOTALS	3	0	6	3	5	0	2	0	1	0	0	20
<u>TOUR OPERATORS</u>												
OTHER TOUR OPERATORS	2	0	0	0	2	0	1	0	0	1	0	6
TOTALS	2	0	0	0	2	0	1	0	0	1	0	6
<u>MISCELLANEOUS*</u>												
OTHER MISCELLANEOUS	4	1	4	1	2	6	6	1	0	0	3	28
TOTALS	4	1	4	1	2	6	6	1	0	0	3	28

\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

TABLE 6

**JUNE**  
**CONSUMER COMPLAINTS: RANKINGS**  
**U.S. AIRLINES\***

Rank	AIRLINE	June 2000			June 1999		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	31	6,510,659	<b>0.48</b>	17	5,763,968	<b>0.29</b>
2	<b>ALASKA AIRLINES</b>	21	1,201,651	<b>1.75</b>	26	1,235,528	<b>2.10</b>
3	<b>DELTA AIR LINES</b>	203	9,789,256	<b>2.07</b>	128	9,402,528	<b>1.36</b>
4	<b>NORTHWEST AIRLINES</b>	152	5,473,177	<b>2.78</b>	102	5,168,516	<b>1.97</b>
5	<b>US AIRWAYS</b>	157	5,228,202	<b>3.00</b>	104	4,928,747	<b>2.11</b>
6	<b>TRANS WORLD AIRLINES</b>	79	2,518,838	<b>3.14</b>	70	2,394,785	<b>2.92</b>
7	<b>CONTINENTAL AIRLINES</b>	127	4,022,785	<b>3.16</b>	64	3,791,489	<b>1.69</b>
8	<b>AMERICAN AIRLINES</b>	335	7,741,508	<b>4.33</b>	228	7,097,645	<b>3.21</b>
9	<b>UNITED AIRLINES</b>	535	7,826,654	<b>6.84</b>	167	7,650,808	<b>2.18</b>
10	<b>AMERICA WEST AIRLINES</b>	167	1,825,429	<b>9.15</b>	19	1,661,782	<b>1.14</b>
<b>TOTAL</b>		<b>1,807</b>	<b>52,138,159</b>	<b>3.47</b>	<b>925</b>	<b>49,095,796</b>	<b>1.88</b>

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

\*U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Mishandled Baggage" and "Oversales" sections of the *Air Travel Consumer Report*.

Table 1

**AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY**

	JANUARY TO JUNE 2000					JANUARY TO JUNE 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS		COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	10, 530	1, 041	79	572		6, 584	343	12	303
FOREIGN AIRLINES	1, 069	12	9	14		588	5	1	11
TRAVEL AGENTS	109	1	0	0		17	0	0	0
TOUR OPERATORS	90	3	0	4		293	2	0	1
MISCELLANEOUS*	347	235	3	66		216	45	0	55
INDUSTRY TOTALS	12, 145	1, 292	91	656		7, 698	395	13	370

\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY 2000 TO JUNE 2000			JANUARY TO JUNE 1999		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	4, 537		1	2, 632	
CANCELLATIONS			1, 574			929
DELAYS			1, 519			893
MISCONNECTIONS			536			317
CUSTOMER SERVICE	2	2, 456		2	1, 383	
BAGGAGE	3	1, 793		3	1, 164	
RES/TKTG/BOARDING	4	885		4	731	
REFUNDS	5	593		5	487	
OVERSALES	6	509		7	349	
FARES	7	499		8	266	
OTHER	8	427		6	360	
FREQUENT FLYER			208			181
DISABILITY	9	374		9	215	
TOURS OR CHARTERS	10	45		10	77	
ADVERTISING	11	27		11	35	
COMPLAINT TOTAL		12, 145			7, 699	

NOTE: EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.  
 \*\* INCLUDES FIGURES FOR SUB-CATEGORIES.



Table 3

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY  
January To June 2000

U. S. AIRLINES ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
AIRTRAN AIRWAYS	150	26	17	7	15	30	51	2	0	1	7	306
ALASKA AIRLINES	59	6	6	9	7	28	37	7	1	1	4	165
AMERICA WEST AIRLINES	412	47	40	15	20	98	147	24	0	0	15	818
AMERICAN AIRLINES	721	68	118	66	63	258	359	49	2	4	56	1,764
AMERICAN EAGLE	91	11	9	2	6	22	46	4	0	0	4	195
AMERICAN TRANS AIR	95	8	12	4	3	27	40	3	0	1	3	196
ATLANTIC SOUTHEAST AIRLINES	41	5	1	0	1	11	14	0	0	0	1	74
CHAMPION AIR	9	0	0	0	0	3	2	0	0	0	2	16
COMAIR	39	7	2	0	2	7	13	2	0	0	1	73
CONTINENTAL AIRLINES	195	43	69	23	20	108	180	26	1	0	28	693
CONTINENTAL EXPRESS	10	2	2	0	0	0	8	0	0	0	1	23
DELTA AIR LINES	379	35	90	70	31	156	233	52	2	0	57	1,105
DELTA CONNECTION	19	2	5	2	2	4	4	1	0	0	1	40
EASTWIND AIRLINES	4	2	1	0	16	0	0	0	0	0	0	23
FRONTIER AIRLINES	8	2	10	2	5	3	10	2	0	0	0	42
GREAT LAKES AVIATION	8	0	0	0	1	0	1	0	0	0	0	10
HAWAIIAN AIRLINES	17	4	2	0	5	11	15	0	0	0	4	58
HORIZON AIRLINES	22	2	3	0	0	5	8	0	0	0	2	42
MESA AIRLINES	4	1	0	0	0	0	6	0	0	0	0	11
MIDWAY AIRLINES	14	3	7	1	2	19	8	3	0	0	0	57
MIDWEST EXPRESS AIRLINES	7	0	0	3	2	1	1	0	0	0	0	14
NATIONAL AIRLINES	9	0	3	1	3	2	6	0	0	0	0	24
NORTHWEST AIRLINES	281	26	60	42	28	115	161	35	2	0	23	773
PRO AIR SERVICES	40	0	0	0	7	7	2	1	0	0	0	57
RYAN INTERNATIONAL AIRLINES	10	0	3	0	1	2	2	0	0	0	1	19
SHUTTLE AMERICA	5	0	0	0	0	1	2	2	0	0	1	11
SOUTHWEST AIRLINES	46	6	16	9	7	37	53	11	3	0	6	194
SPIRIT AIRLINES	60	5	12	5	8	11	17	2	0	0	6	126
SUN COUNTRY AIRLINES	9	0	0	0	0	2	5	0	1	0	1	18
TOWER AIR	100	6	7	3	56	21	34	0	0	2	4	233
TRANS STATES AIRLINES	18	4	1	0	3	11	7	0	0	0	1	45
TRANS WORLD AIRLINES	102	39	49	20	23	55	121	21	0	0	27	457
TRANS WORLD EXPRESS	16	1	1	0	0	2	2	0	0	0	1	23
UNITED AIRLINES	807	63	108	56	44	246	396	61	4	2	73	1,860
UNITED EXPRESS	51	3	5	2	2	9	10	4	0	0	1	87
US AIRWAYS	276	6	45	49	14	69	132	31	0	1	16	639
US AIRWAYS EXPRESS	24	2	2	0	0	4	4	1	0	0	3	40
VANGUARD AIRLINES	31	3	3	3	7	5	9	1	0	0	0	62
OTHER U. S. AIRLINES	49	6	10	1	23	19	19	3	1	3	3	137
TOTAL JANUARY-JUNE 2000	4,238	444	719	395	427	1,409	2,165	348	17	15	353	10,530
% OF TOTAL COMPLAINTS	40.5	4.2	6.9	3.8	4.1	13.5	20.7	3.3	0.2	0.1	3.4	
TOTAL JANUARY-JUNE 1999	2,293	306	626	229	416	970	1,217	182	29	21	295	6,584
% OF TOTAL COMPLAINTS	34.8	4.6	9.5	3.5	6.3	14.7	18.5	2.8	0.4	0.3	4.5	

NOTE: AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

Table 4

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U. S. AIRLINES  
BY COMPLAINT CATEGORY  
JANUARY TO JUNE 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>												
AEROMEXICO	1	1	1	1	3	3	4	0	0	0	1	15
AIR AFRIQUE	0	0	1	0	1	8	2	0	0	0	0	12
AIR ARUBA	8	2	1	0	0	7	1	1	0	0	0	20
AIR CANADA	17	2	9	2	6	13	11	1	0	0	2	63
AIR FRANCE	24	7	14	2	11	42	17	2	0	0	2	121
AIR INDIA	0	2	3	1	2	5	1	0	0	0	1	15
AIR JAMAICA	2	3	0	1	0	4	4	0	0	0	0	14
ALITALIA	7	6	6	2	3	14	10	1	0	0	0	49
ALLEGRO	21	0	0	0	1	7	8	0	0	1	4	42
BRITISH AIRWAYS	20	2	9	2	6	38	24	4	1	0	7	113
CATHAY PACIFIC	4	1	0	2	2	4	2	0	0	0	0	15
EL AL	0	2	2	0	0	4	3	1	0	0	0	12
GUYANA AIRWAYS	2	0	0	0	1	9	1	0	0	0	0	13
IBERIA	4	0	0	0	0	10	5	0	1	0	3	23
KLM	13	4	8	0	2	17	12	1	0	0	3	60
LACSA	2	3	2	0	3	11	1	0	0	0	0	22
LUFTHANSA	6	2	3	0	0	11	22	1	0	1	2	48
MEXICANA	5	3	3	0	4	8	4	0	0	0	1	28
SABENA	1	3	1	4	0	14	6	0	0	0	0	29
SKYSERVICE	3	0	1	0	1	3	2	0	0	0	2	12
SWISSAIR	3	2	3	1	2	7	3	0	0	0	2	23
TACA	1	6	1	1	1	9	2	0	0	0	2	23
TAESA	4	0	1	0	23	0	1	0	0	0	0	29
VIRGIN ATLANTIC	2	1	3	3	3	2	4	1	1	0	1	21
OTHER FOREIGN AIRLINES	40	8	19	6	24	75	52	5	1	2	15	247
TOTALS	190	60	91	28	99	325	202	18	4	4	48	1,069
<u>TRAVEL AGENTS</u>												
CHEAP TICKETS	2	0	7	4	3	0	2	0	0	0	1	19
PRICELINE.COM	2	0	9	20	5	0	1	0	1	0	0	38
OTHER TRAVEL AGENTS	5	2	20	8	9	0	4	0	2	1	1	52
TOTALS	9	2	36	32	17	0	7	0	3	1	2	109
<u>TOUR OPERATORS</u>												
APPLE VACATIONS	7	0	0	0	0	3	2	0	0	2	1	15
SUNJET INT'L SALES	1	0	0	0	20	1	0	0	0	3	0	25
TRADE WIND TOURS	9	0	0	0	0	1	0	0	0	4	0	14
OTHER TOUR OPERATORS	9	1	5	0	4	1	7	1	0	8	0	36
TOTALS	26	1	5	0	24	6	9	1	0	17	1	90
<u>MISCELLANEOUS*</u>												
OTHER MISCELLANEOUS	74	2	34	44	26	53	73	7	3	8	23	347
TOTALS	74	2	34	44	26	53	73	7	3	8	23	347

\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

TABLE 5

**January-June**  
**Consumer Complaints: Rankings**  
**U.S. AIRLINES\***

Rank	AIRLINE	January-June 2000			January-June 1999		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	194	35,308,215	<b>0.55</b>	92	31,563,884	<b>0.29</b>
2	<b>DELTA AIR LINES</b>	1,105	53,388,298	<b>2.07</b>	729	52,579,700	<b>1.39</b>
3	<b>US AIRWAYS</b>	639	28,390,411	<b>2.25</b>	659	27,792,809	<b>2.37</b>
4	<b>ALASKA AIRLINES</b>	165	6,599,942	<b>2.50</b>	88	6,510,866	<b>1.35</b>
5	<b>NORTHWEST AIRLINES</b>	773	28,788,437	<b>2.69</b>	705	26,928,805	<b>2.62</b>
6	<b>CONTINENTAL AIRLINES</b>	693	22,540,545	<b>3.07</b>	340	21,494,096	<b>1.58</b>
7	<b>TRANS WORLD AIRLINES</b>	457	13,082,489	<b>3.49</b>	320	12,584,587	<b>2.54</b>
8	<b>AMERICAN AIRLINES</b>	1,764	42,977,031	<b>4.10</b>	1,067	38,943,812	<b>2.74</b>
9	<b>UNITED AIRLINES</b>	1,860	42,553,706	<b>4.37</b>	818	41,856,100	<b>1.95</b>
10	<b>AMERICA WEST AIRLINES</b>	818	9,818,150	<b>8.33</b>	187	8,986,525	<b>2.08</b>
	<b>TOTAL</b>	<b>8,468</b>	<b>283,447,224</b>	<b>2.99</b>	<b>5,005</b>	<b>269,241,184</b>	<b>1.86</b>

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Mishandled Baggage" and "Oversales" sections of the *Air Travel Consumer Report*.

## **COMPLAINT CATEGORIES\***

**Flight Problems:** Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

**Oversales:** All bumping problems, whether or not the airline complied with DOT oversale regulations.

**Reservations, Ticketing, Boarding:** Airline or travel agent mistakes in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets. Problems boarding the aircraft (except oversales).

**Fares:** Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

**Refunds:** Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

**Baggage:** Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

**Customer Service:** Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

**Disability:** Civil rights complaints by air travelers with disabilities.

**Advertising:** Advertising that is unfair, misleading or offensive to consumers.

**Tours:** Problems with scheduled or charter tour packages.

**Other:** Frequent flyer, smoking, credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

**\*Note:** Effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category.

